

## IBM MDM SUPPORT RFP

CSS is seeking to procure a Support Services contract for the purpose of maintaining and improving CSS's IBM Master Data Management software, also known as our Master Patient Index. CSS's IBM MDM solution is hosted in our Azure Environment, and responding parties should be equipped to provide support in the cloud environment. CSS is currently running version 11.6 of the MDM software and will be looking to conduct an upgrade to version 12.1 within the next year, with support from the selected partner. Candidates responding to this RFP should detail abilities to provide support in the following areas:

- 24/7/365 Tier-3 Support availability.
- IBM MDM & Infosphere Software Updates and Vulnerability Management
- Custom development of APIs (including MadClient changes), data Loading tools, and other bulk data management solutions
- Ability to provide Subject Matter Expertise (SME) in areas such as management of patient identities, data source addition, real time troubleshooting of issues within the IBM software, and expertise in reviewing the IBM software logs to provide direction on tasks.
- Expertise in using Data Stage and Quality Stage to maximize the investments in this software.
- Ability to contribute documentation to CSS's knowledge repository.

Event	Dates	Notes
RFP Released	08/28/2023	RFP will be posted on CSS's public website.
Clarifications / Q & A	09/01/2023	Last day for vendor to submit questions.
Vendor Responses Due	09/08/2023	Last day to respond to the RFP.
Vendor selection & contracting	09/15/2023	CSS will review vendor responses.
Contract Execution	09/29/2023	

The due date for submissions is September 8<sup>th</sup>, 2023. Please submit questions and responses to [andrew.franke@crisphealth.org](mailto:andrew.franke@crisphealth.org). Please keep responses under 15 pages, ideally under 10 pages. For submissions, please also include transparent pricing for delivery of the solution as outlined below.

Task	Timeframe	Proposed Deliverables
Detailed review of existing software and infrastructure configuration	1/1/2024 – 1/15/2024	Documentation of existing software, infrastructure, and configurations.
Propose upgrade path and project plan for upgrading from 11.6 to 12.1	1/15/2024 – 1/31/2024	Project plan detailing the tasks and roles needed to deliver the upgrade.
Upgrade Implementation	2/1/2024 – 3/29/2024	IBM software upgraded to 12.1
Documentation Updates	4/1/2024 – 4/15/2024	Updated documentation to reference the upgrade.

CSS will routinely answer and post to our website questions and answers related to this procurement. Questions will be accepted via email until 09/01/2023. Please email questions and requests for clarification to Andrew Franke at [andrew.franke@crisphealth.org](mailto:andrew.franke@crisphealth.org).